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- Scott Steckel,
Vice President of Operations

Profile

Varmet Guard offers services in pest management and wildlife control in Ohio, Pennsylvania, Kentucky, Michigan, Indiana, West Virginia, and the panhandle of Maryland. The company focuses on developing solutions to prevent pest and wildlife problems. Varmet Guard provides quality control services by not only controlling pesky intruders, but by skillfully training associates, sales, and service representatives to strategically assist customers.

Challenges

Varmet Guard wanted to be able to send the sales team digital proposal forms, eliminate any inaccuracies on order forms, and to increase the efficiency of their daily workflow processes. The sales team was using handwritten paper forms that took two days to process. The handwritten data was often submitted with hard-to-read writing, which caused a delay in receiving ordered materials.

Solution

Scott Steckel, Varmet Guard's vice president of operations, decided that digital forms would be ideal to increase efficiency and the workflow process. Steckel turned to Encore for its Wireless Forms to digitize all paper documents, and enable workers in the field to immediately send to the office. Wireless Forms helped Varmet Guard simplify and remove the need for workers to come into the office to grab or submit paperwork. “Wireless Forms ... improved our sales process; it has removed handwritten data that was sometimes unreadable into a digital format that is readable. This has improved the sales proposal work flow.”



Benefits

Varmet Guard has saved over \$30,000 in the past three years, and they save from \$500–\$1000 per month by using this feature. “By using ... Wireless Forms, we’ve reduced the amount of errors found in submitted information,” Steckel said. “This has cleaned up our ordering process. We’ve been able to turn the two-day process of signing up a new customer to a 15–20 minute process.”

“I would absolutely recommend ... Wireless Forms to other business owners. In fact, I’ve already recommended this product.” Steckel said.